



**Grand Challenges Canada®**  
**Grands Défis Canada**

## **INFORMATION TECHNOLOGY SUMMER STUDENT (1 position available)**

The Information Technology summer student will work closely with the IT Manager, the Senior Data Analyst, and the Operations Coordinator.

### **PURPOSE**

Support the execution of the organization's IT strategy, and assist with key day-to-day IT functions.

<b>Responsibilities</b>	<b>Sample Tasks and Activities</b>
Assist with the integration of the finance and grants management systems	<ul style="list-style-type: none"> <li>• Assist the operations and finance teams enable integration between grant management and finance systems</li> <li>• Work with the program teams to understand data workflow</li> <li>• Assist operations team with system optimization</li> <li>• Engage finance and operations team to identify efficiencies of data workflow</li> <li>• Help document new protocols for data entry, helping to research needs of stakeholders</li> </ul>
Assist with providing IT support for client workstations, servers and printers etc.	<ul style="list-style-type: none"> <li>• Troubleshoot all technology (computer hardware and software) issues and provide IT support for all GCC employees</li> <li>• Monitor hardware and software systems to ensure they are compliant and consistent with GCC's IT policies</li> </ul>

<p>Assist with managing GCC's Windows Server Active Directory</p>	<ul style="list-style-type: none"> <li>• Support the installation, maintenance, managing, configuration and security for all Windows Servers and desktop/laptop computers</li> <li>• Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes, reviewing system and application logs for the Windows and file servers;</li> </ul>
<p>Assist with keeping applications, computers and servers up-to-date and capturing details in GCC's inventory application.</p>	<ul style="list-style-type: none"> <li>• Maintain current and accurate inventory of technology hardware, software and systems resources</li> <li>• Prepare work stations by setting up hardware and loading all required software</li> </ul>

*Note: The specific responsibilities and tasks will be assigned at the time of placement, and will be based on the activities and needs of Grand Challenges Canada during the summer 2019 period.*

## **COMPETENCIES AND QUALITIES**

- Full knowledge of Microsoft operating system such as server 2012 R2 and Windows 10 and ability to support such system
- Hardware and software installation and configuration. General consulting skills and multitasking abilities. Windows Server 2003/2008/2012 and knowledge of Office 365 experience is an asset.
- Experience troubleshooting and resolving hardware, software and network connectivity issues in an end-user environment.
- Solid understanding of networking, operating systems, and Microsoft software
- Setup and troubleshoot mobile devices
- Strong troubleshooting and problem-solving abilities.
- Excellent analytical, organizational and decision-making skills.
- Effective listening, verbal and written communications skills.
- Be able to work in a team environment, while being self-motivated.
- Ability to interact with all levels of an organization in a professional, diplomatic and tactful manner.
- Knowledge and Experience with MAC is an asset